Bureau Of Facilities Management

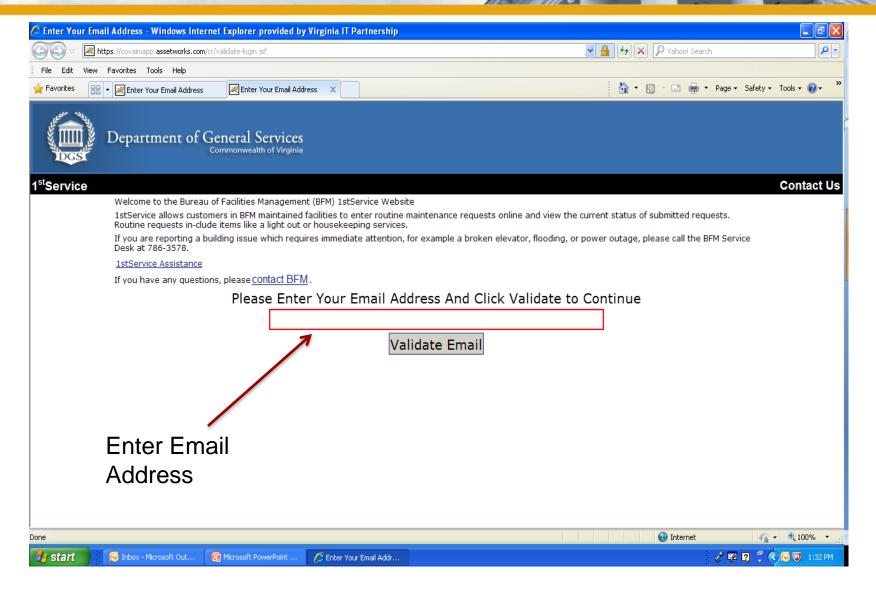
1st Service Request Instructions

1st Service Request Instructions

- First time users will need to provide contact information and a valid e-mail account before entering a request.
- Return users will only have to enter e-mail address.
- https://covaimapp.assetworks.com/cr/validatelogin.jsf



Commonwealth of Virginia Department of General Services





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Department of General Services

Commonwealth of Virginia

1stService

Con

Welcome to the Bureau of Facilities Management (BFM) 1stService Website

1stService allows customers in BFM maintained facilities to enter routine maintenance requests online and view the current status of submitted requests. Routine requests in-clude items like a light out or housekeeping services.

If you are reporting a building issue which requires immediate attention, for example a broken elevator, flooding, or power outage, please call the BFM Service Desk at 786-3578.

1stService Assistance

If you have any questions, please contact BFM.

Please Enter Your Email Address And Click Validate to Continue

kenneth.walker@dgs.virginia.gov

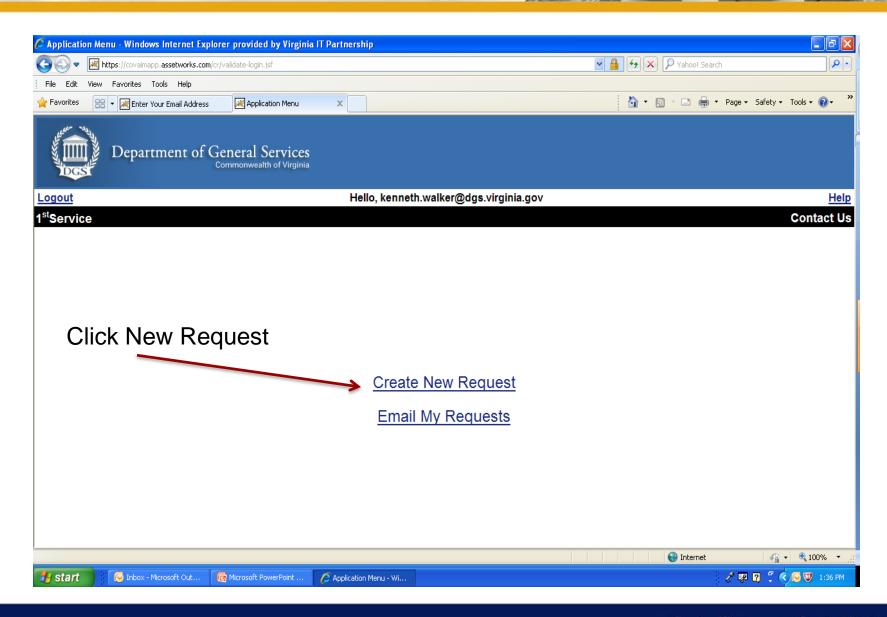
Validate Email

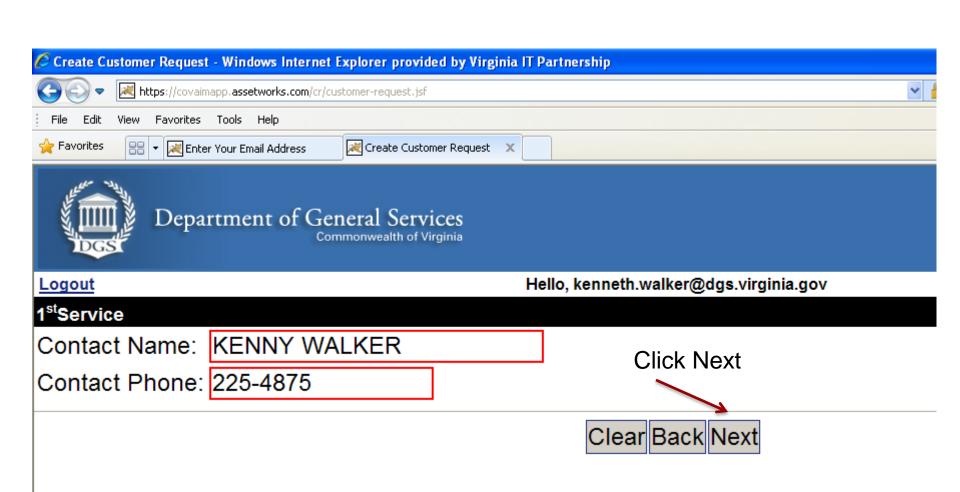
First time users will be sent an e-mail that they will have to reply to as validation/confirmation of the e-mail address they just provided

Return Customers only have to enter e-mail address

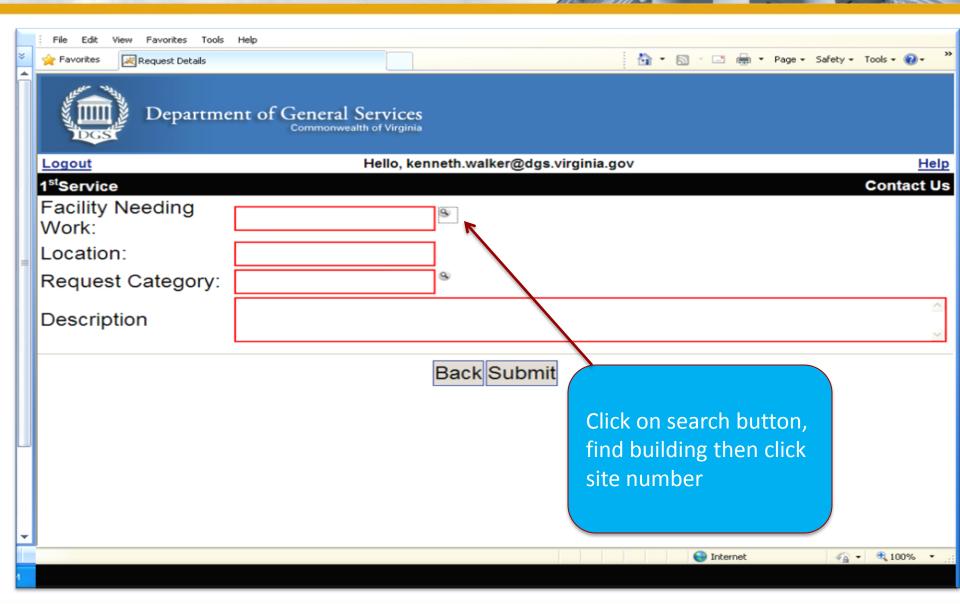


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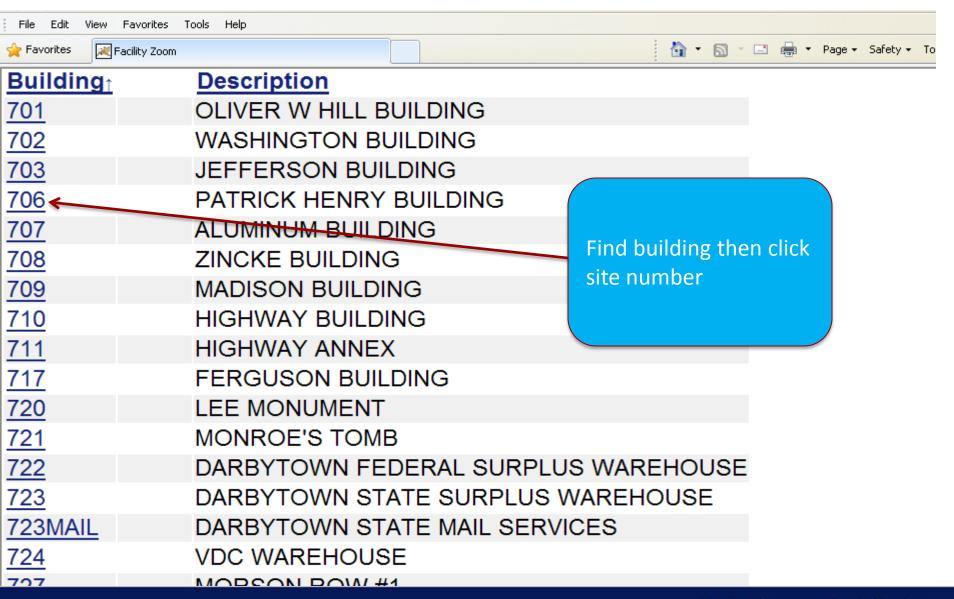




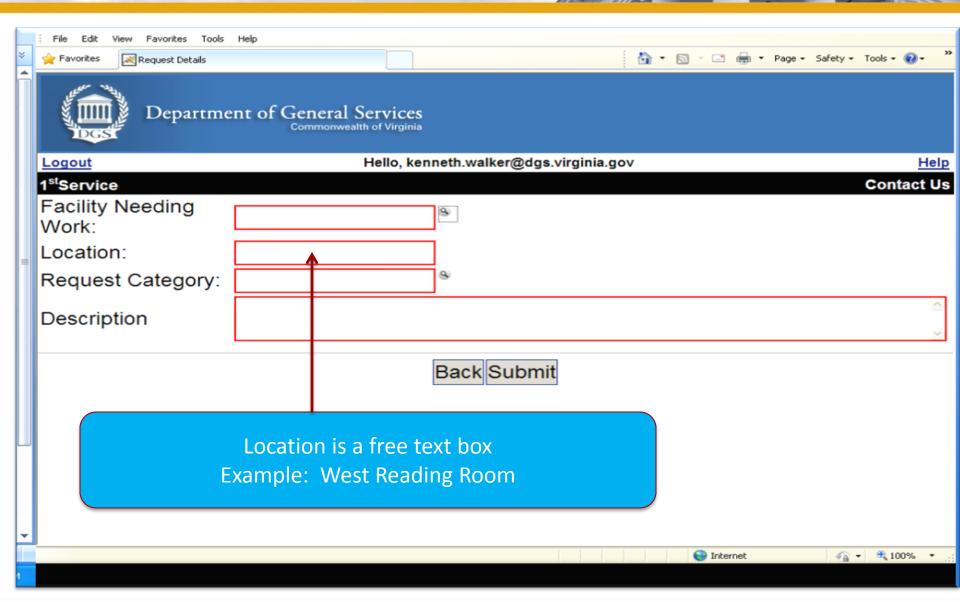




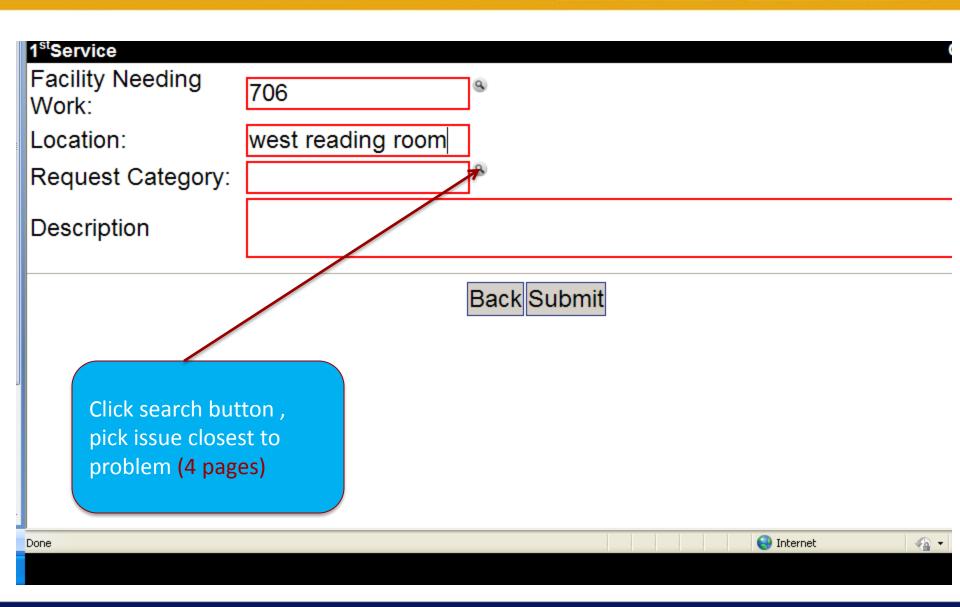








1 st Service Facility Needing Work:	706		
Location:	west reading room		
Request Category:	9		
Description			
	Back Submit		
Done		€ Internet	-





Department of General Services

ACCESS CARD	ACCESS CARD NOT WORKING / LOCK NOT FUNCTIONING

AIR FLOW ISSUE HVAC AIR SUPPLY

BAD ODOR CHECK ODOR

BALLAST ISSUE LIGHTING BALLAST

CARPET ISSUE TORN OR FRAYED CARPET

CLEAN FLOORS FLOORS NEED CLEANING / MOPPING / VACUUMING

CUSTODIAL ISSUE UNDEFINED CUSTODIAL ISSUE OR NEED

DOOR CLOSER DOOR CLOSER ISSUE

DOOR ISSUE UNDEFINED DOOR ISSUES

DRAIN CLOGGED SINK / DRAIN ISSUE

ELEVATOR ISSUE UNDEFINED ISSUE / ELEVATOR JERKING / LIGHTS OUT

ELEVATOR OUT ELEVATOR OUT OF SERVICE / NOT REPONDING

ELEVATOR SOUND ELEVATOR MAKING NOISE / SOUNDS

ELEVATOR STUCK ELEVATOR STUCK / NOT MOVING

FAUCET ISSUE LEAKING OR NON WORKING FAUCET

GRAFFITI GRAFFITI ISSUE / PAINT SPRAYED

HANG PICTURE PICTURE OR ITEM TO BE HUNG

LANDSCAPE ISSUE | LANDSCAPE ISSUE / EXTERIOR CLEANUP / S

LIGHT OUT LIGHT FIXTURE NOT WORKING

LIGHT SWITCH SWITCH NOT WORKING

Click on issue closest to problem (4 pages)

First Previous Next Last Back



